

A photograph of two women in a professional setting, possibly a meeting or collaborative work environment. The woman on the left is wearing a light-colored turtleneck sweater and large hoop earrings, looking towards the right. The woman on the right is wearing a dark polka-dot blouse and is smiling while looking towards the left. The background is slightly blurred, showing what appears to be a modern office or library with bookshelves. The entire image is overlaid with a semi-transparent purple filter.

OnTrack

Supporting Learning &
Organisations Through Covid-19





Welcome

In normal times, organisations will have set processes, plans and strategies in place to set the rhythm of the organisation and each function within. When a pandemic hits, and all but essential services are shut down globally, all of this effectively goes out the window. Crisis management ensues with firefighting and the unenviable task of plotting a route through the crisis. The uncertainty of the unique circumstances created by a pandemic is a daunting challenge itself.

Companies who were quickly thriving one month, are struggling for survival the next. There is a human cost as well:

“Of course, the most tragic implications here are those on our environment, human life, and health. These must be at the forefront of our mind with great sympathy and understanding of the trauma and pain these crises cause.”
- Kevin Johnson, CEO, OnTrack.

OnTrack have been supporting and helping clients through this since January. Being a global business, we were aware of the impact it was having on our clients in China, Hong Kong and Singapore fairly early. As it quickly spread toward Europe, we were encouraging our clients here to plan for the inevitable.

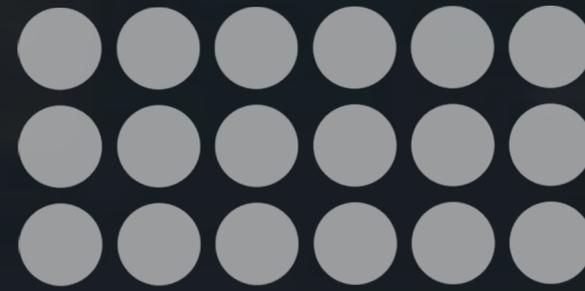
What we have identified are 3 key phases that each organisation can identify with. The stages are not bound by geography or timelines as you might expect, but more by industry and progress with digital transformation. Each organisation can identify with the following three stages:

1. Managing the Impact
2. Responding to the situation
3. Emerging beyond COVID-19

It is May 2020 just now, and as we write our clients are at very different stages. As if to highlight the dichotomy, we have clients with Global headquarters in neighbouring cities, one client is deeply routed in the first stage of Managing the impact, effectively fighting for survival, while the other is already in the third stage, planning for the emergence beyond COVID-19 and the new shape of the organisation.

The following pages will highlight the activities and the support that we are providing to our clients in response to the coronavirus pandemic. It may help as a guide for you, in your organisation as to the next steps you should be planning for. As ever, we are open to discussion with you and to share our experience in order to help our clients and friends navigate through the pandemic.





The future offers us the opportunity to evolve the way that we work and live. Digital transformation has been in the strategic plans for all organisations. The timescales for these plans was typically around 18-24 months. Driven by need, for many of our clients, significant parts of that plan have been implemented in 2-3 months. This means we are able to take advantage of the forced experimentations of using those tools to create our new world, news ways of working and more flexible ways of living.

We have been proactively working towards the support of this evolved world of living, working and learning for several years and so have been able to provide extensive support to individuals and organisations in making that transformation themselves; enabling us to follow our compelling purpose of being trusted and adding significant value to our clients.

We invite you to explore the ways that we are helping them now and new ways to support for the future.

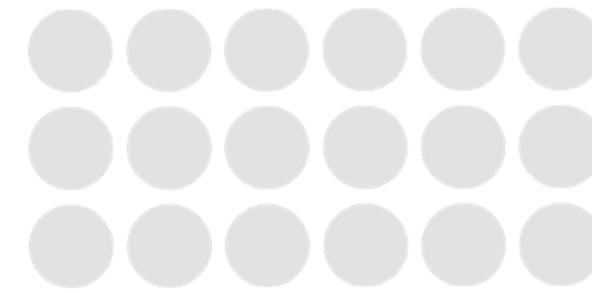
It's true that our world will never be quite the same again, but change focusing on an even better tomorrow, and delivered in an engaging way is progress.

Progress provides the opportunity for humanity to grow.

Kevin

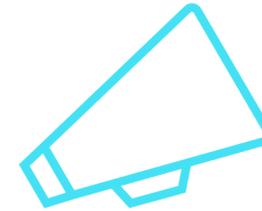


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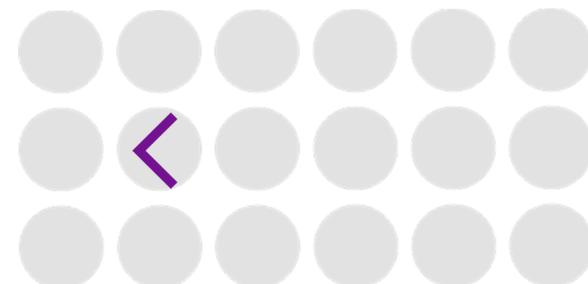
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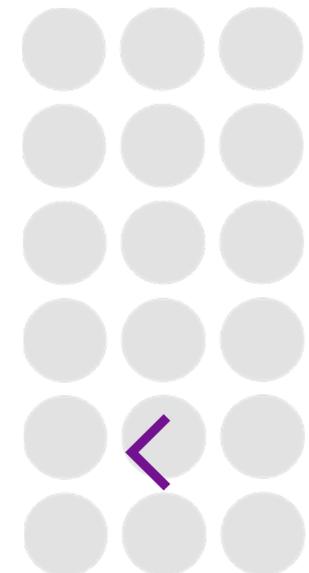
Managing the Initial Impact

When organisations hit on hard times through external factors such as a pandemic, people want answers. Managing that initial impact can be exasperating. Stakeholders, customers, employees, they all look for direction, guidance, and in most cases some security.

The responsibility for this will typically fall on senior leaders, at a time of crisis they have pressure from above, questions from below on what to do and an almost endless number of decisions to make, but with no real barometer to refer to, this can be a very stressful situation.

When our clients and partners were going through this OnTrack were able to support. We could help with risk consultations, communication and employee engagement through video, Executive coaching and simple things like tips for transitioning from an office to a home working environment.

The impact for organisations, down to the individual level, is unique, and acutely felt. As a trusted advisor to our clients we were able to provide the impartial advice needed to navigate through the initial impact. Read on to see how we can help.





Consultation on risk as a Trusted Advisor

As humans, we have the innate desire to engage with other humans. To share ideas, to collaborate, to solve problems and challenges through this perspective and advice of others. Often it is not that we don't have the answers within us, but we like the clarity of thinking of someone who is separated somewhat from the emotion of the situation. It is this consultation with our clients as a trusted advisor that has facilitated identification of further risk, creation of strategies, and to assist in the creation of action plans.

As in all industries, as a consultancy whose ultimate goal is to have a significant impact on the performance of every single person we work with, we feel this is our responsibility and opportunity to creatively continue that quest, leveraging our global experience with some of the worlds most successful companies and our progression with technology we have listened, understood and ultimately consulted with our clients to help the navigation. If you would like to discuss this further with an OnTrack consultant, do not hesitate to get in touch.



Get in touch

Executive Coaching

It is often said that leadership can be a lonely place. During this Coronavirus pandemic these words have never been truer. When seemingly overnight organisations around the world have closed their doors and asked their workforce to relocate to begin working from home. This will have created many challenges where companies, leaders and our employees are trying to adjust to this new world of remote working. Some of the challenges faced will have been communication levels, too much or not enough, team cohesion, projects progressing or not. It is tough, as a business, to maintain that strategic focus when we are dealing with organisations going into survival mode. Everyone has questions, everyone has a unique challenge they want to discuss, and the tough bit is, they are looking towards you for the answers.

Leaders are being bombarded with non-stop issues that are all unique, challenges that are all critical and they need to be looked at and dealt with now! At times like this, with all the pressure that our leaders are under, it is not just important, but it is critical that our leaders have someone that they can talk to. A sounding board, a voice of both calm and reason in these frantic times. An opportunity to stop, take a deep breath, talk with someone that has a business background and therefore real business solutions. So, our leaders don't just survive these uniquely challenging times, but they actually thrive.



Watch Video



Building Engagement Through Leadership Videos

It is so important to keep communication levels high during times of change and uncertainty. This could usually be done by some great professional messaging, but when the backdrop is our home, that can be more difficult. Of course, we want to portray our humanity with our teams and businesses but it's also great to make those engagement messages impactful and motivational.

Our acclaimed production team have been able to respond to this need by giving guidance on how to record good content and then turn it into engaging communication messages which can be used now, during our current restricted world and also in the future.

Making leadership messages memorable is more likely to elicit the cohesion and alignment of your team and business to continue to focus on priorities, be cognoscenti of how they work together, deliver great results or many more messages that they need to hear from you right now.



Ask about video

Find Your Edge - 6 week webinar programme

Delivered by individuals with a background in Royal Marines military operations, the Find Your Edge programme will provide insight from people who have been in "Lockdown" for extended periods of time. They will discuss the need to keep focus, energy and preparedness alive; providing some great lessons for us today.

Whilst we live through this incredibly challenging and difficult time, it is essential that individual employees remain focused and resilient, ensuring they concentrate on maintaining their mental fitness and positive forward thinking.

To support companies during this period, we have designed and created a 6-week webinar programme aimed at supporting their focus and resilience. Previous clients include; England Football Team with Gareth Southgate, Commerz Bank, the VW Group, Manchester United and Facebook.

The programme can be attended by up to 500 people and is broken down into the following:

Week 1 - Dealing with adversity and change

Week 2 - Staying mentally fit

Week 3 - Personal goals and thinking 'what's next'

Week 4 - Being accountable to ourselves

Week 5 - Maintaining mental endurance

Week 6 - Enhanced reflection and looking forward

To book this exceptional programme, available for all levels and delivered by people with first-hand experience of "Lockdown" in a military context, contact us now.



Book Now

From office based to home working overnight

The very first seismic shift for people in organisations, was the fact that whole industries were closed down in order to contain the spread. For thousands of people this meant they had to almost overnight, start working from home where possible. Many struggled with the change, OnTrack as an organisation with a distributed workforce knew how to do this and how to support people in a work-from-home (WFH) environment.

For the individual, it would require a change in habits, physical setup and how to deal with an office full of people you don't work with; partners, kids and pets. Our MD Fraser Jones shared his experience of the transition and some key learns from when he made the switch years earlier. You can see that here: Tips from office to home working.



Read the tips



When each decision you make

Employee Engagement

#MotivationalMonday

In order to cope with the very sudden shift to working from home, with people being forced into a new and uncomfortable situation it is as important as ever to keep employees engaged.

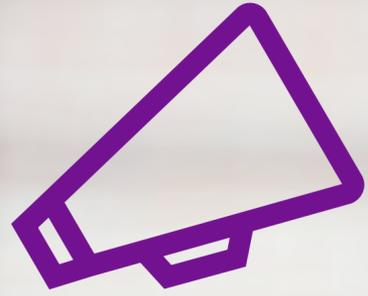
With organisations putting thousands of people into furlough (UK) or on leave, the motivation, isolation, and stress levels all fluctuate drastically. Managers and leaders of people are in the same situation, often with the added pressure of business survival, so in order to help OnTrack produce weekly motivational videos free to use as they are, or with the option of branding to your business.

People are at the core of organisations, the videos have been a great resource for many of our clients and colleagues. View the ever-growing series here;



Buy the series





Responding to the Situation

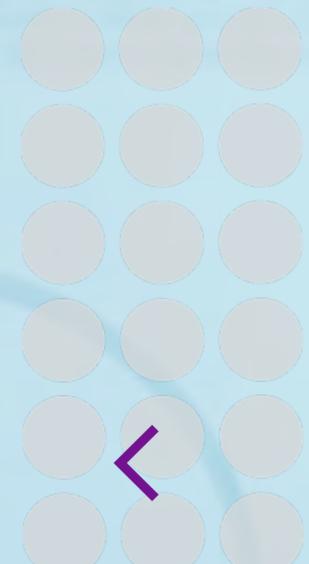
This is one of the most important stages. Why? because this is where activity begins to ramp up. As an organisation we have invested a lot of time with our clients to assess, understand, and provide direction in terms of the solutions that we can offer, and advice on how to navigate the initial impact. Our focus has been not just on solutions that solve an immediate problem but will also allow the organisations to accelerate existing business strategy as well as help them solve some of the problems in the future.

Stage two for us was all about how we can turn the fantastic planning into action, not just in the UK but globally with our clients. Our considerations at this point are based on ensuring that what we deliver adds value to the individual to the team and to the organisation, but also value that is really practical and delivers value back into the role of the individual that will help them through this very difficult stage.

We have partnered with a lot of clients globally to implement learning and other activities as well as flexing our muscles in terms of thought leadership. A lot of the work that has been carried out over this second stage has not just been interventions of specific workshops, it has also been about the council we have offered organisations. How we have helped our closest Partners solve some of their problems in terms of how they deliver, transition, and manage this particularly difficult stage of the COVID-19 pandemic.

The next few pages will share with you some of the value we have helped organisations create as they deal with this particularly difficult situation.

A white cursive signature that reads "Lee" is placed on the purple background.



How do you DRIVE from F2F to Virtual Learning?

An immediate response to from a lot of our clients was to transfer existing face to face training into Virtual Classrooms. The ability to DRIVE the transformation of Face-to-Face learning experiences into a Virtual one is not as simple as changing the method of delivery, and in some cases, it just cannot be replicated.

To have the same high impact we have in our Face-to-Face solutions we have researched and tested what makes a great Virtual learning experience. The result is DRIVE, a methodology to create impactful Virtual Learning which we have been deploying with our clients in recent weeks. Read more about our approach here;

[→ Learn more](#)

Building Virtual Presence

What is it about some people that makes us want to listen to, share with and generally engage with them? Is it charisma? But then that can feel as if it has less substance. More of an outwards shine that encapsulates a less fulfilling interior. Presence feels more complete, committed and “in the room”.

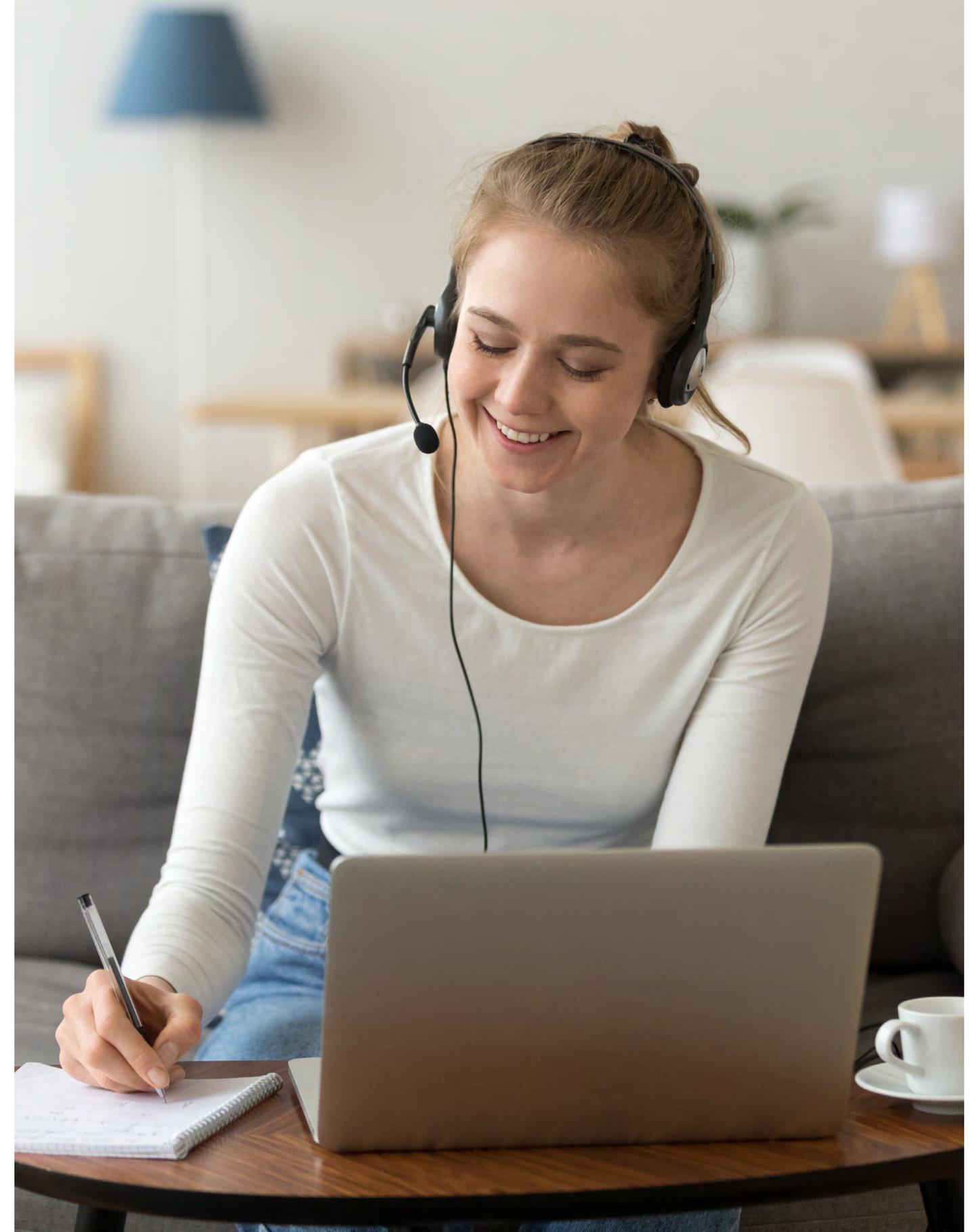
It's one thing to be able to have presence when you are physically present, but what about when our engagement is through virtual means? How do we ensure that we have the right impact to win the right to their full attention and participation?

Over many years of observation and research, we have discovered that there are 6 elements which are necessary to have that presence and they are equally well applied in the virtual world as in the physical.

- Being in **Control** but not controlling
- **Confidence** but not arrogance
- Being **Considered** in your approach
- Clear **Communication**
- Making an emotional **Connection**
- All delivered with **Passion**

There are nuances of application when engaging through online media which have a significant impact on our ability to elicit commitment from others. Yes, it's absolutely true that trusting relationships are the key on our ongoing success, but it's presence that opens that virtual door of opportunity to build that trust. If your people need help with building virtual presence, please do get in touch.

[→ Build Presence](#)



The Big Conversation - Webinar roundtable series

We have the great privilege of working with many of the most successful companies in the world. We have over the years been able to bring together our clients into forums of discussions to facilitate their talking about some of the most important subjects to them, like the digital transformation and driving innovation. The events allowed them to network with similarly focused leaders in a wide variety of industries and share and gain intellect on these key challenges and opportunities.

We now have the chance to engage these great minds in these influential businesses to not just let the future, post COVID -19, happen but to determine what lessons we have learned and ways of working we have explored that will help us to proactively determine our future working lives. How we can adapt how we achieve results in a manner which supports an even more rewarding lifestyle.

The acceleration of using technology to move to remote and home working has equipped us to be more mindful of how to engage our most talented people and even libertate those who hadn't found their prime performance yet. This a huge opportunity to not only define what the future can look like, but also to share thoughts on how we can actually make this happen and what support our people will need to grow and succeed in this new world.

Our "Big Conversations" will begin in Asia and then bring their thinking into EMEA and finally The Americas. Chaired by one of our clients in that region and opened by a stimulating session from a thought leader on our evolving world, these conversations will be the ideal way to help define the future and thrive in it.



Podcast Series - as a tool for businesses to respond and communicate to a distributed/remote workforce

Podcasting took hold in about 2004 when internet and portable audio devices came about. Around 7.1 million of the UK population listen to podcasts every week - they are increasingly popular with all age groups but particularly with young adults with about 1 in 5, 15-24-year olds tuning in.

Organisations need to reach this often-remote audience and use podcasts in new and imaginative ways to deliver companywide messages. Podcasts allow the organisation to multitask by prerecording messages for distribution and allowing all staff to carry out other work when they could have been sat in a meeting listening to the message that forms part of a meeting. Communication is more succinct and holds the attention of the audience. It is available to listen to at a time that suits the listener.

Companies can use guest speakers easily at a fraction of the cost which can bring different perspective to the message. They can also deliver supplemental information for pre/post learning attendance, thus making the learning memorable. Podcasts are stored for easy future reference. OnTrack have created several podcasts for our clients which have delivered messages in innovative ways.

[Click here for a few examples.](#)





HEROES - Thrive in a Crisis

At OnTrack we pride ourselves on creating solutions that practically work for organisations, solutions which can deliver real value back in people's roles. During the COVID-19 situation, this principle hasn't changed - if anything, it has become stronger.

We look at the development of an organisation through the lens of its people, clearly COVID-19 has created a situation for people which no one could've ever expected and so therefore were not prepared for.

Our HEROES programme has a series of virtual classroom interventions to not only help people survive this crisis but thrive.

The HEROES programme is broken down using the following topics:

- **H - Help** (Working through challenging times & Leading Through Change)
- **E - Empathy** (Managing your Emotional Intelligence)
- **R - Resilience** (Managing your MindSet & Managing Stress)
- **O - Opportunity** (Future Thinking)
- **E - Energy** (Through the lens of Maintaining Motivation)
- **S - Support** (Harnessing the power of your networks & Coaching skills)

The topics above are a culmination of our experience and best practice concepts which we have used with our clients. The beauty of the programme above, is that organisations can pick and choose which topics are important to them right now and select them as an immediate focus for delivery. Contact us if you require support in this area.



[Contact Us](#)

Videos - Wednesday Wisdom

To help people through this particularly difficult time, we have recognised the need to help people learn by providing some perspective. Each Wednesday, we have been releasing videos which features some of our expert consultants, talking about key topics and providing people with some thought provokers. The simplest way to think about these videos is like dropping a pebble into water. The videos will create an initial splash and the reflections/considerations and learnings which people take, will continue to cause positive and progressive ripples in what they do and how they work.

You can find links below to some of our Wednesday wisdom videos to show you an example.



[Who is supporting you?](#)



[Our new normal](#)



[Reboarding employees post lockdown](#)



Virtual Classrooms - How do we make this happen globally?

At OnTrack, we have a rich and diverse client base both in terms of industries and geographies. Therefore, during this COVID-19 situation, it was important that we had solutions which would work with any company in any country.

To help our clients through this stage, we talked to them about their specific needs, what, if any, virtual delivery they have done in the past and identified potential risks relating to people and systems which would need to be overcome. Our approach is fully collaborative, and we have a wide range of experience using a variety of platforms, including Adobe Connect Learning, ZOOM, WebEx (to name a few) this means whatever the clients IT restrictions of preferred system, we were able to accommodate it.

Once we knew we were ok with the systems, we then turned our attention to the delivery of the virtual classroom. As a business, we are truly international. We have consultants in all regions (APAC, EMEA & The Americas) which means, regardless of where our clients want the virtual sessions to be delivered, we can do this in their time zone, with experts in their region.

 [View our titles](#)



Upskilling to facilitate virtually

It is fair to say that the COVID-19 situation has caused a lot of organisations to re-think how they do things and pushed a requirement to do things differently. Many organisations need to pivot how they worked in terms of how they facilitate their workshops. Our partner, Headtorch, specialises in helping organisations and people develop their mental well-being.

Mental well-being is often a topic best discussed in a face to face setting, however, throughout the COVID-19 situation, with all the added stresses and strains of people needing to deal with it, the work of Headtorch was more vital now than ever.

We recognised the need with them to help shape their face to face workshops, into virtual classrooms. This required us to look at both the content and delivery of how Headtorch could make this happen. At OnTrack, we have a 6-module programme to help people become more skilled at virtual delivery and help shape their content to fit a virtual classroom world. This programme is something we delivered with Headtorch, here's what they thought...

"OnTracks workshop made an enormous difference to us. We initially thought we could just convert our current materials straight into virtual classrooms - how wrong we were. In a step by step process, we went from amateurs to getting excellent feedback from our clients - the OnTrack programme was instrumental in this and we highly recommend it." Angus Robinson, Chairman, Headtorch.



[Upskill my team](#)



Performance Management - ACHIEVE Programme

For many, the thought of completing Performance Management activities was daunting enough when they were in the same location as their team members. It seems to have been made more daunting by the effects of COVID-19. At OnTrack, we have identified the seven core factors of performance and share them with you, together with a framework for assessing your team's performance, wherever they now work from.

The ACHIEVE programme is a series of virtual classroom solutions that allows users to identify the area of performance that requires the most attention, creating precision in performance assessment. The programme topics are;

An Introduction to ACHIEVE (identifying the most impactful factor)

A - assessing Ability

C - assessing Clarity

H - assessing Help

I - assessing Incentives

E - assessing Evaluation

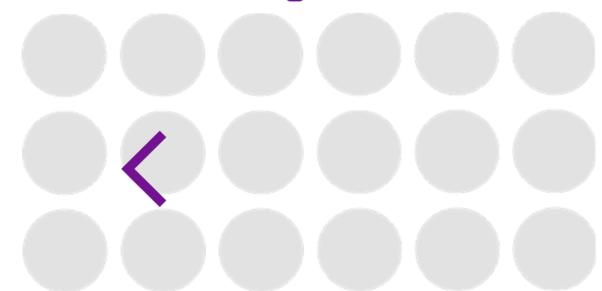
V - assessing Validity

E - assessing Environment

Understanding how each of these factors is impacting on your team members' performance is one thing, having a high-quality performance conversation based on your assessment is another. We have this covered for you as well with a virtual classroom dedicated to making the 1:1 performance conversation valuable regardless of location. For more information on improving your Performance Management skills, email us.



[Request a brochure](#)





Emerging Beyond Covid-19

Having managed the initial impact of the COVID-19 pandemic and then responded in the way your organisation must, the next stage would look beyond the pandemic and how your organisation, and your people can emerge.

Before entering the pandemic and the subsequent lockdown organisations had well thought strategies that they were implementing. In some cases those strategies are still relevant some may even be accelerated but for other organisations the plans will need to be scrapped.

With the current home working scenario some organisations find these strategic meetings to be very difficult or nigh on impossible. At OnTrack we are used to facilitating strategic leadership sessions and this is just one other area where we can help your organisation.

Organisations now have a remote and distributed workforce many organisations will now be looking to bring that workforce back into the office or will be continuing to work in a remote environment. Initial planning will certainly be around health and safety but has the emotional aspect being considered? Have your managers got the skills to manage these remote in distributed workforces? All important considerations that we explore further.

As the most valued development partner to some of the world's most successful organisations, OnTrack will continue to support and challenge our clients along the path to long term success.

Ange



Strategic Facilitation Virtually

We have been leading strategic team meetings for many years and over that time developed many engaging ways to help them make decisions and plans to:

- Create and deliver their strategies
- Increase engagement
- Respond to business challenges
- Work better as a leadership team
- Align around strategic projects that are cross team or function

Now we use the full functionality of multiple meeting and collaboration tools to achieve the same results. Using breakout rooms, polling around key issues and then exploring those results to find alignment, using virtual white boards and chat functions. We have focused on developing those additional skills to facilitate these critical meetings remotely in a manner which has impact and outcomes to the exceptional feedback received in a physical meeting.

We still use our exceptional strategic questioning approaches to enable the conversation to define, understand, innovate and implement great solutions., as they have delivered so many great outcomes in the past.

Of course, there is a preference to use physical meetings to build trust quicker; but when those relationships are built, or circumstance demands this is a credible way to help your facilitated meetings deliver real results.

Reboarding

To help clients get their teams back into work and performing at their full potential quickly, we have developed a tool called the reboarding canvas. There are clearly going to be a lot of Health and Safety requirements to work through in the early days, but, as part of the preparation, it is also important to think about what this crisis has taught us about how we work.

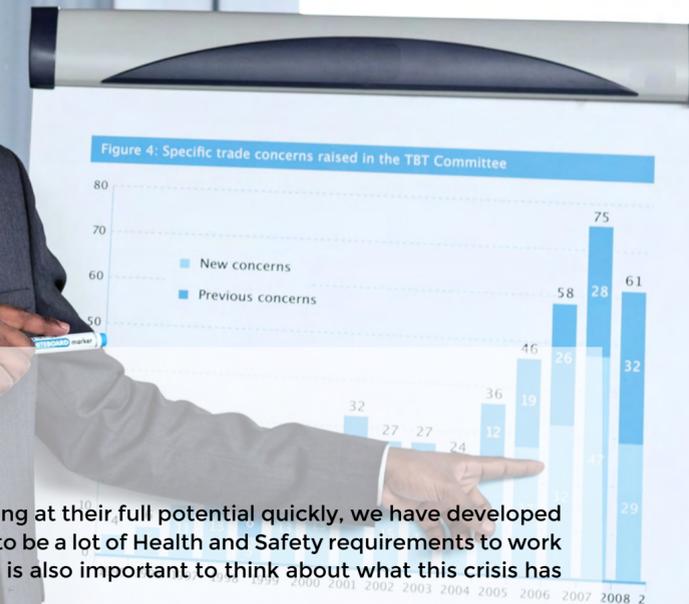
The canvas we have developed helps you and your teams understand what some of the successes and challenges have been over the last few months, what lessons have been learnt and you can implement some of these learnings moving forwards.

We have recognised the fact that nobody was prepared for lockdown and what it meant, returning back to work, with new restrictions can be just as daunting. No doubt one of your first priorities will be the need to make sure your people are safe, and second, it will be getting back to a high-performance state, within a short space of time.

Working with our clients using the reboarding canvas has helped provide some perspective on what we can be doing now, to prepare for the future normal. If you would like support with Reboarding in your organisation, please do get in touch.



Get in touch



Future Thinking

Providing proactive and valuable support through any crisis is an important thing to do, but we also recognise the need to think ahead.

Great thinkers in history have always thought one or two steps ahead of the current situation, this is important, as it provides hope of people along with something fresh to think about outside of the current crisis.

At OnTrack, we have developed a workshop called Future Thinking, to help leaders and organisations gain some clarity on what is needed to move forwards. We have looked at the future through 3 lenses:

Lens One - The here and now

Lens Two - The immediate future

Lens Three - Beyond the immediate future

In our experience, we have found that a lot of organisations can spend the majority of their time in lens one, with a bit in lens two, but lens three is often neglected. Our workshop helps leaders and organisations understand what they need to do in order to effectively and proactively plan for each of the lenses. They will develop tangible tools which can be used within each section.



[Book Now](#)

Blended Design Approach

Our blended learning principles are rooted in three things:

- Practicality
- Relativity
- Clarity

We will also design our solutions to ensure they are practical. We pride ourselves on designing solutions which people can apply directly into their roles.

Our partnerships with clients allows us to understand their business in detail and create solutions which have the end user in mind. This is important to us as any investment in learning must be relevant to an individuals role and the organisation.

And finally, we are thought leaders in what we do. We take time to work with and develop world-class content. This thought leadership and curation allows us to provide clarity on what we are teaching and how people can interpret. Our clients can always be assured they are receiving the most pertinent, relevant, and up to date content.



Symfni Learning Platform

Looking beyond the current crisis, there is no doubt that traditional work practices will change and the reliance on technology will increase. Having a learning environment that can quickly adapt to changes and roll out required learning assets will be of greater importance.

Our pre-developed solution, Symfni, has the capability to establish a user's training requirements instantly and can generate a customised-learning journey based on their existing role, current skill-set, preferences and goals. Users can also search for content and add it to a bespoke playlist. Line Managers and colleagues can also assign content, to colleagues, teams, line reports and line managers. This allows the immediate surfacing of the most relevant content.

Get in touch to find out more about how Symfni can help your organisation.



Request a demo

Hi Fred, lets start your next Learning Journey.

Select a Journey

Created By OnTrack International - Current Version

Let's look at ways to elevate the customer experience.

Click on each tab to view more information

- Trigger
 - Be aware of when to involve, or transfer to others.
- Value
- Transition
- Transition Briefing
- Follow-up

eLearning

The COVID-19 pandemic has put a greater importance on the ability to work remotely, and this shift to a more digital-orientated working approach is something that will be around long after the current crisis has passed.

As companies and individuals' working habits change to a post-COVID world, utilising eLearning allows users to train, learn and upskill, anytime, anywhere. This is where OnTrack can help.

Whether it's utilising our off-the-shelf, pre-made content, transforming your existing content or creating a bespoke solution from the ground-up, OnTrack has the expertise to make it happen.

From small, bite-size micro learning modules, to complex software simulations and everything in between, OnTrack can create fully responsive, HTML5, SCORM-compliant solutions to develop your people.

For more information on our eLearning solutions, email us.



Learn more

How we can support your learning in a Covid-19 environment

OnTrack work closely with you to create bespoke learning and development solutions that optimise the learning experience and focus on delivering the results you want. We do this in a three phased approach;

Consult

We start by really getting to know your business - what's the history, where is it now, what's the state of your market, what issues are most pressing, and your company's goals and strategy.

Diagnose

Once we're clear about what you want to achieve, and why, we'll devise the best learning and development solution to make that happen - one that will have the desired impact on your people so that they, and your business, performs better.

Partner

We'll then work with you and your people to deliver blended learning that combines our unrivalled breadth of Live Learning, Learning Content creation and Learning Platform capabilities.

The combination of elements will be driven by the specific needs of your people and business right now, and into the future.

Regardless of where you are as an organisation navigating the three stages of the coronavirus pandemic, OnTrack can help you, your business and your people through the pandemic to build a stronger individuals and a stronger business for the future. Get in touch to learn more.



Get in touch

